

From the Chief Executive Officer

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14 December 2009

Harry Bush CB
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Dear Harry

6 Months Service Failures

Thank you for your letter dated 24 November 2009.

Wayfinding

The standard for wayfinding in South Terminal was achieved in April 2009, although has been missed during the last six months, being 0.02 away from achieving the SQR target. This target in was in fact increased from 3.9 in Q4 to 4.1 in Q5 and the score has improved by 0.05 since the end of Q4.

The departures wayfinding score for South Terminal and the wayfinding score between terminals have consistently achieved the targets for every month this year. However, it is the arrivals wayfinding in South Terminal which is the main cause of our failure to achieve the target, where the moving annual total has yet to achieve 4.1.

To remedy this, the South Terminal arrivals concourse wayfinding signage has been reviewed and simplified to address some of the confusion that currently exists. New wayfinding signage will be installed by Christmas.

The programme of de-cluttering South Terminal, to improve the overall visibility of wayfinding signage, has also continued during the year, with a focus on making it easier for passengers to find their way from the train station and forecourts to check-in, through pre-awareness signage which will be fully installed by February 2010.

With Gatwick's investment programme fully underway there will inevitably be disruption to our passengers' journey through South Terminal. We are making every effort to minimise this by guiding passengers through temporary wayfinding signage and integrating passenger communications at each stage of the journey through the terminals.

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Security Queuing in the South Terminal

As an Airport Operator, it is our aim to deliver a first class service to our passengers and business partners alike. Clearly this year, there have been a number of occasions where our queuing at passenger security has been disappointing, meaning that we have failed SQR.

The queues are attributable to necessary changes to our operational processes in Central Search, which coincided with our peak passenger travel periods in the Summer.

Aside from the issues that pertain solely to Gatwick, the security process continues to be both complicated and slowed down by the amount of liquids that passengers carry in their hand luggage. This is despite extraordinary efforts in communications and human interventions to communicate this message clearly at every touchpoint in the passenger journey.

What's more, as our airline partners' business models change, particularly with regards to charging for hold baggage, the profile (both in terms of volume of bags and content therein) of baggage now being presented at Security has changed which has served to slow the process further.

Our focus for 2010 is to adapt and change processes that may hinder passenger screening by trialling different approaches, looking at new technology and putting in place plans to improve the Security screening areas within the South Terminal.

The security process improvements we implemented this summer are now in place and we are now seeing the benefits of this - as SQR was passed in both terminals in November 2009.

In addition, we launch new rosters for our Security staff in January 2010 which enables our resource to be planned more closely to match the peaks of the passenger forecast.

In this way, we will be improving the queuing performance within the South Terminal by driving productivity and working closely with our Airlines to understand and deliver a joint performance that makes the passenger experience at Gatwick easier than they may have experienced in the past.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Stewart Wingate', written in a cursive style.

Stewart Wingate